

JUDITH K. SWIT

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HONDA

Northeastern Zone

P.O. Box 337

Eastgate Industrial Park

115 Gaither Drive

Mt. Laurel, N.J. 08054

Attn: Customer Service/Parts

Dear Honda,

I originally wrote to you requesting a “seat belt extender”. On June 13th, a customer service representative called and I spoke with a woman who advised me that Honda doesn’t make them but referred me to where I can obtain one. She advised to call the National Mobility Association at 800-833-0427. I called there and spoke with a Kelly Browning who advised that they do NOT supply seat beats nor do they appreciate these erroneous calls that Honda keeps referring for over four years now.

Please update your file to eliminate this information referral.

Again, I’m very disappointed with Honda. Your claims for “Honda Care”, your boasting for safety and yet you won’t make all the necessary “parts” for your cars. Many of the other car manufacturers do care about all their drivers. No one is asking for a re-design just that a “part” be available when needed.

Please consider rectifying this safety omission.

Respectfully,

Judith Swit

cc: NHTSA

cc: A P P

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